BearingPoint
Formerly KPMG Consulting

PBIS Performance Testing Lessons Learned

25 March 2003

Planning

BearingPoint
Formerly KPMG Consulting

Perform Front-End Monitoring

- Establish procedure to monitor and collect meaningful data
- Data analysis points to front-end delays

Recruit Strong Test Coordinators

- Increases likelihood testers adhere to test plan

Establish Standard “Test Time”

- Conduct time check? Issue stopwatches?
- Eliminate time conversion errors

Conduct Tester “Dry Run”

- Increases likelihood testers will follow script
- Reduces procedural inquiries during testing

Increase Number of Testers

- PBIS T&E site appeared to easily handle 27 testers
- 50 testers should participate in future testing to ensure system over load

© 2002

Communication

BearingPoint
Formerly KPMG Consulting

Solicit Senior Level Endorsement

- Provide Flag/SES level communication to all participants
- Would emphasize importance of system testing
- Schedule in Plan of the Day of supporting organizations?

Conduct Kick-Off Meeting

- Provide verbal explanation of test plan to all coordinators/participants
- Forum to raise issues/concerns and address them immediately
- Give testing added legitimacy

Communicate Test Results

- Provide results of testing to all testers
- Solicit feedback on system performance
- Demonstrates appreciation and builds confidence in PBIS

© 2002

Execution

BearingPoint
Formerly KPMG Consulting

Provide On-Site Assistance (where feasible)

- PBIS/FYDP team members in offices with large numbers of testers
- Prevents procedural inquires from impeding testing
- Keeps “chatter” off test coordination communications circuit

Monitor Non-Query Related System Performance

- Establish procedure to measure delays associated with PBIS screen navigation if they become cumbersome
- Provides additional data for analysis regarding overall system performance

Extend Testing Period Beyond Abnormal Operations

- Do not terminate testing prematurely, a perceived “lock-up” might only be a severe degradation in system performance
- Allow front and back-end monitors to collect system performance data during heavy loading

© 2002